



# City of Inverness

## New Customer Requirements

Did you know \$7,120 is the average amount a victim of Identity Theft loses per reported incident? The City of Inverness is a provider of utility services and needs personal information from customers to provide these services. The City adopted an "Identity Theft Program" to protect your personal information from falling into the wrong hands. The program mandates stringent controls over your personal information and how City staff interacts with you in regards utility account information. The appearance may be to make things difficult for our customers; please understand this is not our intention. Protection and safety of our customer's personal information is of the utmost importance to the City and these measures are necessary to protect you from identify theft.

Modifications to contract requirements for utility services are now in place. Please reference the following list of requirements before an account can be established in your name with the City:

- Copy of a valid drivers license (can be copied in the City's Finance Department)
- Lease agreement (renters) or non-leased must provide contact number of owner or leasing company for verbal verification
- Closing statement (owners) or verification from Property Appraisers website
- Last 4 digits of your social security number
- Businesses must provide their Tax ID
- Complete physical address of where water will be provided
- Effective date of service
- Billing address if different from residence
- Daytime telephone number and cell phone if available
- Emergency contact other then yourself and their phone number
- Email address
- Required deposit (cash, check or money order)
- Completed third party form (can be completed in the Finance Department)
- Water/Sewer contract (can be completed in the Finance Department)

Your patience is greatly appreciated in our efforts to protect our customer's personal information.